



Lenape Valley Foundation

Trauma Informed Care

Volume 2

Trauma Informed Care Kick-Off Open House

On June 19, 2012, Lenape Valley Foundation sponsored an open house event, ‘Trauma Informed Care (TIC)’ for staff and consumers. Six tables were attended by members of Lenape’s Trauma Informed Care Planning Committee offering informational materials specific to:

- ✚ **Early Screening Resources and Tools** (ACE Questionnaire, Life Events Checklist)
- ✚ **Consumer Driven Resources and Tools** (WRAP Booklet, WRAP Plan, and Peer Specialist Job Description)
- ✚ **Workforce Development Resources and Tools** (Professional Quality of Life Scale, Compassion Satisfaction and Compassion Fatigue, Indirect Trauma, LVF Agenda for the current new staff orientation, Obesity: Problem, solution or both. Original research, PTSD in Primary Care Practice, The impact of Early Life Trauma on health and disease, Phoenix Health Center Workplace Experiences Survey)

- ✚ **Trauma Informed Best Practices Resources and Tools** (Trauma Art Narrative Therapy, Rational Emotive Behavioral Therapy for Anxiety and Depression, Guided Imagery CD’s, Trauma History Screens, Military Deployment Hand Guides and books)
- ✚ **Safe and Secure Resources and Tools** (Ensuring Physical and Emotional Safety for Staff and Consumers)
- ✚ **Community Outreach and Tools** (Bio Dots, Bucks County Community Resource Book, Suggestion Box, Trauma Handbook)

A general information table was also available with additional Trauma Informed Care materials including The ANNA FOUNDATION Adverse Childhood Experiences PowerPoint, comprehensive resource list of current ACE research, and current cinematic features which are trauma focused. Attendees were able to request additional information be sent to them via electronic mail, hard copy, and/or snail mail. For **staff and consumers who were unable to attend the Kick-Off Event, please contact Cindy Thiers, Krisanna Ghadiri, Angela DiCarne, or Julie Harbison for TIC information.**



This event will be available to LVF staff and consumers who work and/or receive services at other LVF sites beginning in July. Cindy Thiers and Janet Thompson will be taking the ‘TIC Kick-Off’ event on the road to Lenape Valley Foundations Lower Bucks Hospital Site 7/9. The Barn will have a TIC Kick-Off event on 7/30 and Doylestown Crisis Center on 8/1. Stay Tuned!



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Your Feedback from the Trauma Informed Care Kick-Off

After the TIC Kick-Off event a **TIC Kick-Off Survey Monkey** was distributed to find out how the event was received by the community and what improvements could be made. Below are the results of the TIC Kick-Off Survey Monkey as collected by Cindy Thiers and Sol Herskovic.

1. How comfortable did you feel asking questions at the event?

Extremely comfortable	14
Very Comfortable	18
Moderately Comfortable	9
Slightly Comfortable	4
Not Comfortable at all	0

2. How clearly was the information presented at the event?

Extremely clear	8
Very clear	21
Moderately clear	16
Slightly clear	1
Not clear at all	0

3. How organized was the information presented at the event?

Extremely organized	11
Very organized	17
Moderately organized	6
Slightly organized	0
Not at all organized	0

4. Was too much information covered, too little, about right amount?

Much too Much	1
Somewhat too much	4
Slightly too much	3
About the right amount	37
Slightly too little	0
Somewhat too little	3
Much too Little	0

5. How new was the information presented at the event?

Extremely new	6
Very new	16
Moderately new	19
Slightly new	6
Not new at all	2

6. How useful to your job was the information?

Extremely Useful	12
Very Useful	16
Moderately Useful	14
Slightly Useful	2
Not at all useful	1

7. How detailed was the information?

Extremely detailed	12
Very detailed	17
Moderately detailed	10
Slightly detailed	2
Not detailed at all	0

8. Was event better, worse, about what expected?

Much better	12
Somewhat better	11
Slightly better	3
About what was expected	16
Slightly worse	3
Somewhat worse	0
Much worse	0

9. Overall satisfied, dissatisfied, neither with event?

Extremely Satisfied	21
Moderately Satisfied	13
Slightly Satisfied	5
Neither Satisfied nor Dissatisfied	6
Slightly dissatisfied	2
Moderately dissatisfied	0
Extremely dissatisfied	0



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Your Feedback from the Organizational Self-Assessment

The **Organizational Self-Assessment** was distributed to staff and consumers to get a baseline score which will be compared to a future score to assess LVF's improvement on key components of TIC.

Here are some of YOUR comments from the survey....

“..There is no mental health day specifically given to employees for dealing with second hand trauma. It is also hard for people to take off or call out sick due to lack of people available at times.”

“I feel the agency does its best to employee consumers-this area can be difficult because of job requirements, such as clearances and education. There is a “suggestion” box but we could possibly offer other ways to communicate feedback, improvements, etc. Maybe a consumer work group type meeting that could be ran by peer specialist?”

“I don't know what things Lenape has in place...”

“Clinicians, I feel, care about our patients and truly feel that their history possibly has been influenced by trauma.”

“Intake was very thorough and professional; however, I had to call a few times for initiating services. I was originally placed with a 22 y/o intern, opposite sex, when my diagnosis was schizoaffective and PTSD. I was 36, NOT GOOD!”

“Is the psychiatrist acting from medical concern (request for med reduction by client) or too much precaution?”

“On the whole, I've had good care at LVF with some exceptions. It helps if the client is proactive.”

“Consumers do receive information on their rights for the most part normally, without punitive actions, but education on impact of trauma is lacking and could be really beneficial.”

“There had been information given out roughly a year and a half ago, can a toll free number for employees to call if going through a difficult time and needing support. May be helpful to share again, or employee support groups.”

“I feel that severe mental illness puts clients in a crisis of faith where they doubt their ability to overcome and heal and thus do not become proactive. A proactive client is necessary for successful treatment.”

“There has been some ongoing training with staff and local police which is so beneficial in terms of ways to respectfully and sensitively work with our consumers.”

“Peer Specialists are a welcome addition.”



Your Feedback from the ACE- Results and Considerations

-Angela DiCarne

The **Adverse Childhood Experiences (ACE)** was distributed to staff and consumers to acquire an average ACE score for the LVF community.

Thank you to everyone who completed the ACE. Some considerations as you review the results-

- ✚ Underreporting of ACE may have occurred – some research suggests that individuals underestimate actual occurrence of adverse experiences.
- ✚ Individuals who are asked to disclose personal information in the work place may underreport.
- ✚ While the ACE evaluates for adverse experiences from birth to 18 years of age, many individuals (both those seeking mental health services and working in community mental health) may have incurred adverse experienced after age 18.
- ✚ With regards to consumers, trauma after age 19 may also need to be assessed for at intake and during treatment.
- ✚ With regards to staff, the possibility for experience of trauma throughout the lifespan (particularly that which can be a result of their work in community mental health), may suggest the need for trauma informed policies and procedures that respond to staff after a traumatic incident.
- ✚ ***The possibility for the experience of trauma throughout the lifespan suggests that a trauma informed approach may be beneficial to put in to practice with all individuals receiving and providing services no matter what their ACE score.***
- ✚ For more information on the impact of adverse childhood events, check out http://www.fpc.wa.gov/publications/ace_impact.pdf

Population	Average ACE
Consumer (n = 60)	3.4
Staff (n = 93)	1.95
Consumer & Staff (n = 153)	2.52



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What Story Do You Have to Tell

We want to hear **YOUR** story. If you have something you would like to share with the LVF community please email it to krisanna.ghadiri@lenapevf.org.

TRAUMA

An Automobile Accident /Trauma to the Head

A Concussion / Damage to Both Temples

Hit and Run Driver on drugs / The Policeman Caught Him a Short Distance Away

Booze In Car, and He Was Loaded Himself / We Sued For Our Accident

We Were Both in Hospital / We Won Our Case

We Try Not To Have another Experience like This One That Had Happened

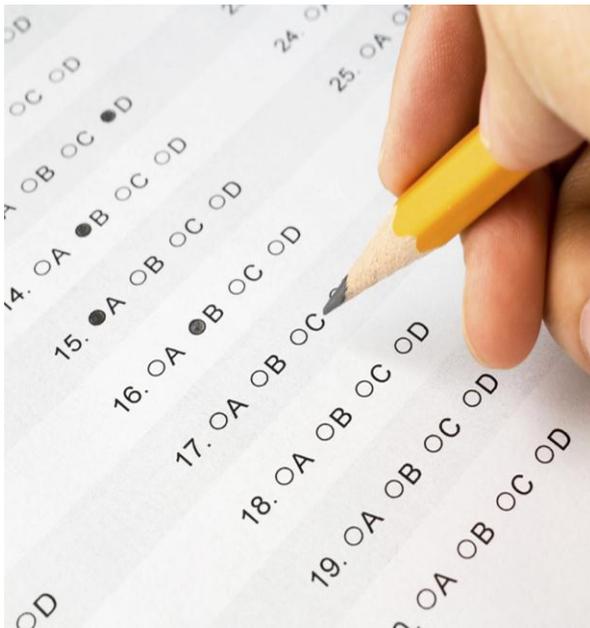
Written by Betty Homa (7/6/2012)

....he refused to fill out the paperwork, wouldn't sit in the waiting room, in case someone in his unit saw him. Back in the States a week, with a month out of the war zone, he was visibly shaky. He had gone home and had felt only numb, just a chill, when he saw his wife and young children. He'd touched his wife's arm and thought of body parts and blood. He couldn't be alone with her. He seemed bewildered, almost shocked; he asked me, "Why is this happening?" He had given combat stress briefings and counseled soldiers. We went over his deployment, which included bloody rescue and recovery missions. He was mortared constantly on post. He said, "I didn't like sending people out on missions, so I went out myself." Over the months, he felt increasingly remote from his family; he thought they were going on without him. The emotional vortex of combat trauma crept up gradually. He carried with him a sense of shame and depleted self – esteem....."You put enough stress on your back, 1,000 pounds on your back, it doesn't matter how strong your back is, it's going to break. The brain is the same way; it can only take so much stress. It doesn't matter how strong you are".

Provider story of working with a soldier



Surveys, Assessments, and Questionnaires, Oh My!



As you may have noticed, the TIC Committee and its subcommittees have been putting out surveys, assessments, and questionnaires. The TIC Committee and its subcommittees will continue to ask for your input. Why? Well, to be truly ‘Trauma Informed’ means that the entire organization- ALL staff and consumers- play an active role in the process. As the TIC subcommittees work to assess needs, implement changes, and assess progress, **YOUR PARTICIPATION IS KEY**. We appreciate and need your continued feedback. Expect more surveys and expect to see the results of the surveys, as well as your comments and suggestions, published here in the newsletter.



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Name This Newsletter Contest!

‘Trauma Informed Care’ is a pretty lackluster (boring, uninteresting, dull...you get the idea) title for the Trauma Informed Care newsletter. So, LVF is sponsoring a **Name This Newsletter Contest!** Anyone can submit a title. The LVF community will vote to determine the winner. If your title is chosen you will receive a prize (yet to be determined but guaranteed to be spectacular) and, of course, some much-deserved fame and glory!

You can submit your title via email to janet.thompson@lenapevf.org or use this paper submission form and put it in the box labeled ‘TIC-Name This Newsletter Contest’ in the lobby. Entries must be received by 8/1/12.

Newsletter Title: _____

Your Name: _____

Contact Info: _____

